

Low Acuity Patient Referral and Transfer from North Richmond to Hawkesbury Hospital

0900hrs – 1200hrs

General Practice

- Patient is for referral to Hawkesbury Hospital Emergency Department.
- Patient must be stable and able to get to the boat pick up point by their own arrangements.
- GP must provide the patient with a referral letter and a Medical Certificate authorising transfer via boat.
- Monday to Friday - GP must call Peppercorn Community Transport on 4504 7022 to book appropriate transport to Hospital (patient details, mobility needs and pick up point).
- Saturday and Sunday – a St John Ambulance Vehicle will transport patients to and from the hospital.

Note: any patients that require urgent care should be escalated via 000 and coordinated with NSW Ambulance

Patients

- Patients will need to call SES number 132 500 and obtain a ticket/reference number.
- Patients to make their way to the pickup point:
Rose Street off the Putty Road opposite Heritage Hotel, Wilberforce
(this may be subject to change due to changes with the flood conditions)
- Patients will be picked up from Governor Phillip Park, George Street, Windsor.
- Patients will need to advise the driver they need to be dropped off at Hawkesbury Hospital Emergency Department.
- Patients to present to Emergency Department with referral letter.

Hawkesbury Hospital

- Patients assessed and for admission will be managed as business as usual.
- Patients for discharge back to an isolated community must have:
 - Transport back to the pick-up point at Windsor – personal arrangements or Community Transport (4504 7022)/St John Ambulance Vehicle (phone number to be provided to ED).
 - A ticket number from the SES 132 500 for the return journey.
 - Confirmation of transport back to their home once dropped off on the North Richmond side.

Note: Emergency Department staff are responsible for organising SES tickets and Community/St John Ambulance transport on the patient's behalf prior to discharge.

Patients must be on the Windsor Wharf by 1645hrs as the last Ferry runs at 1700hrs (subject to weather conditions)